



Dear Radiation Oncology Professional:

As a valued CIVCO customer, we would like to hear your comments and questions about our products and services. Please take a few minutes to complete and return the attached questionnaire. Your feedback will help us ensure you continue to receive quality products and service.

Thank you for your business!

Sincerely,  
CIVCO Medical Solutions

### **Order Information**

- 1) What are the top three criteria used when making the purchase of a Radiation Oncology product?
- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Delivery Time       | <input type="checkbox"/> Price            | <input type="checkbox"/> Brand/Company Reputation       |
| <input type="checkbox"/> Product Reliability | <input type="checkbox"/> Product Warranty | <input type="checkbox"/> Professionals Recommendation   |
| <input type="checkbox"/> Specifications      | <input type="checkbox"/> Ease of Use      | <input type="checkbox"/> Compatibility with your System |
| <input type="checkbox"/> Product Features    | <input type="checkbox"/> Product Design   | <input type="checkbox"/> Manufacturer's Recommendation  |
- 2) Have you received a Radiation Oncology product sourcebook from CIVCO?  
 Yes  No
- 3) Did you find the sourcebook easy-to-use?  
 Yes  No  N/A
- 4) Did you find the instructions enclosed with the product you received from CIVCO:  
 Adequate  Inadequate
- 5) Did you find the product label easy-to-read?  
 Yes  No

Additional Product Comments: \_\_\_\_\_  
\_\_\_\_\_

### **Product Information**

- 6) Did the products arrive in good condition?  
 Yes  No
- 7) Is the product easy to use or user friendly?  
 Yes  No
- 8) Do the patients find the product comfortable?  
 Yes  No  N/A

### **Service Information**

- 9) Upon placing your last order with CIVCO, were all of your specific product questions answered?  
 Yes  No
- 10) Did you receive your last order from CIVCO in a timely manner?  
 Yes  No
- 11) Were the items/quantities correct as requested?  
 Yes  No
- 12) Did your shipment arrive undamaged?  
 Yes  No

13) What is your overall impression of the service you received from CIVCO?

Pleasant                       Average                       Hassle  
 Other \_\_\_\_\_

14) Are there any other products/services you would like CIVCO to offer? \_\_\_\_\_

15) Have you ever experienced a problem with a CIVCO product?

Yes                       No

If yes, did you report the problem?

Yes                       No

16) Did you receive the proper attention regarding the above problem?

Yes                       No

## **Market Information**

17) Were you aware of the CIVCO acquisition?    Yes    No

If so, how were you informed? \_\_\_\_\_

18) Do you have access to the Internet at work?            Yes            No

If so do you access the internet for product information?    Yes            No

19) How often does your department place an order for Radiation Oncology products?

Once a week                       Once a month  
 Once every three months                       Once every six months  
 Once a year                       Other

20) When needing new Radiation Oncology equipment in your department, do you:

Recommend products                       Purchase products

21) Linacs:            Total \_\_\_\_\_            Manufacturer: \_\_\_\_\_

22) Simulators:            Total \_\_\_\_\_            Manufacturer: \_\_\_\_\_

23) Indexing Capabilities:    Yes            No

24) Brachytherapy:            Yes            No

25) SRS:            Yes            No

26) IMRT:            Yes            No

27) IGRT:            Yes            No

If so, what are your imaging platforms?    FILM    EPIDs    CR

28) Average Number of Daily Patients: \_\_\_\_\_

29) Total Number of Therapists: \_\_\_\_\_

30) Total Number of Physicians: \_\_\_\_\_

31) Total Number of Medical Physicists: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

I would like to receive emails from CIVCO Medical Solutions:    yes     no

Thank-you for your Feedback! Please fax back to 712-737-8654 or email to [julie.dewit@civco.com](mailto:julie.dewit@civco.com)

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